

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-08-24
Investment Auto Submission Date: 2012-02-24
Date of Last Investment Detail Update: 2012-02-24
Date of Last Exhibit 300A Update: 2012-02-24
Date of Last Revision: 2012-08-24

Agency: 016 - Social Security Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 02

Investment Category: 00 - Agency Investments

1. Name of this Investment: Telephone Systems Replacement Project-TSRP

2. Unique Investment Identifier (Ull): 016-000002135

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The purpose of the Social Security Administration's (SSA's) Telephone Systems Replacement Project (TSRP) investment is to modernize SSA's telephone systems. The current telephone systems were deployed in the late 1980s and early 1990s and were designed to address the agency's workload and telephone service requirements at that time. The legacy telephone systems are a mix of three types of Private Branch Exchange (PBX) systems across 1,565 locations, including field offices, hearing offices, and SSA administrative offices at large and small sites, that have limited or no future enhancement capabilities or support. The legacy systems are now experiencing numerous difficulties, including end-of-life deterioration, an inability to obtain parts for repair, long return-to-service times, high upgrade costs, and an inability to expand to meet new workload demands, required office expansions, and program initiatives. To improve SSA's telephone services, SSA implemented a multi-year replacement of its aged telephone systems with a centrally managed Voice over Internet Protocol (VoIP) system which carries voice and data on the same network, saves administrative costs, and supports future technological enhancements. SSA's centrally managed VoIP system allows calls to be re-routed during disasters and other emergencies so that unnecessary interruptions in service can be avoided. It allows for expanded access to automated services to accommodate high demand and supports SSA's core telephone services by reducing the busy rate and providing better accessibility to the

public, such as for benefits applications, Supplemental Security Income (SSI) correspondence, disability and benefits interviews/reviews, and new/replacement Social Security Cards. Finally, the VoIP system provides SSA options to leverage and further exploit capabilities of the new system with future enhancements, such as computer telephony integration, which, when implemented, will promote efficiency by allowing SSA agents to quickly retrieve customer data while simultaneously talking on the phone. At the end of fiscal year (FY) 2012, TSRP will become a predominantly steady-state investment as all of the systems will be updated and sustained for the rest of its 10 year systems life cycle (FY2008-FY2018). During this period, TSRP will provide maintenance and ongoing support services on the newly installed VoIP systems. With additional funding, SSA can fully leverage TSRP system capabilities.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

SSA currently handles over 35 million calls each year through TSRP. SSA expects the number of calls to significantly increase in the coming years as the baby boomer generation begins to retire. As a result, SSA acknowledges the importance of transforming customer services, and identifies enhancing telephone services as a main objective in Strategic Goal 3 of the Agency Strategic Plan for FY2008-2013. TSRP supports this objective by modernizing existing services to address expected increases in call volume and offer other customer service performance improvements and efficiencies. VoIP will reduce administrative costs by eliminating the need for additional infrastructure initiatives during office relocations and supporting future technological enhancements. It will also allow for expanded access to automated services to accommodate high demand and reduce the busy rate, which will provide better accessibility to the public. The existing aged systems have limited or no enhancement capabilities as they reach the manufacturers end of life. The existing systems would be costly to upgrade and would not offer the service improvements available with the VOIP system. Without a fully funded budget, TSRP will not have the necessary resources to implement and support the VoIP system. As a result, SSA would be unable to provide adequate customer service as demand for services increases. It is essential for TSRP to receive full funding in order to implement VoIP.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

During FY2011, TSRP achieved 2 highlights; since the start of the project, 130 million telephone calls had been made and 80,000 telephones had been installed. In FY2011, TSRP will have replaced a total of 467 telephone systems with the VoIP network throughout the U.S. and its Territories, including four offices in Puerto Rico and five large sites. Additionally, as a result of the Dynamic Voice Forward on Busy project the number of first-time callers to a local field office whose calls were answered instead of receiving a busy message increased from previous years. This was accomplished by forwarding callers to other resources.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

In FY2012, TSRP will replace 114 telephone systems with the VoIP network throughout the U.S. and its Territories, including two newly planned Hearing Offices, two large sites, and 31 Outside Contiguous United States (OCOUS) locations in Puerto Rico, US Virgin Islands, Hawaii, Alaska, and the Pacific Rim. This will complete all 1,525 planned replacements. Once all of the systems are updated, and with sufficient funding, the full exploitation of system abilities can be achieved in many ways, such as Network Skills Based Routing. This would provide the agency with the flexibility to share agent resources between TSRP FOs. Network Skills Based Routing would increase the answering capacity for General Inquiry callers. The next step would be a regional pilot of the Network Skills Based Routing in FY2012. TSRP will install enhanced call handling throughout the FOs for the General Inquiry callers being transferred to overflow groups within the office during FY2012. In FY2013, TSRP will continue to provide VOIP system maintenance and ongoing support, and if funding permits, deploy the Network Skills Based Routing to all regions. SSA would also launch the Estimated Wait Time pilot, which offers callers an estimate of how long until their call will be answered. Maintenance and ongoing support services will mainly consist of managed services, customer moves, and additions and changes. SSA expects to support approximately 100 site relocations in FY2013 due to planned building renovations and expiring leases, which will include inside Service Delivery Point relocation and a large site relocation. Additional funding will allow SSA to pursue regional pilots to exploit VOIP capabilities such as Screen Pop, a feature that would populate the Field Office (FO) agent's screen with a caller's current SSA information and thereby improve SSA's ability to provide superior customer service.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-09-01

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$5.1	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$130.2	\$31.0	\$11.4	\$9.8
DME (Including Planning) Govt. FTEs:	\$12.8	\$1.9	\$0.7	\$0.3
Sub-Total DME (Including Govt. FTE):	\$148.1	\$32.9	\$12.1	\$10.1
O & M Costs:	\$81.7	\$19.8	\$38.1	\$39.4
O & M Govt. FTEs:	\$7.7	\$1.2	\$2.4	\$1.1
Sub-Total O & M Costs (Including Govt. FTE):	\$89.4	\$21.0	\$40.5	\$40.5
Total Cost (Including Govt. FTE):	\$237.5	\$53.9	\$52.6	\$50.6
Total Govt. FTE costs:	\$20.5	\$3.1	\$3.1	\$1.4
# of FTE rep by costs:	182	26	25	10
Total change from prior year final President's Budget (\$)		\$-9.2	\$-22.3	
Total change from prior year final President's Budget (%)		-14.50%	-29.80%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

We originally had money in the FY12 budget for system augmentation features (similar to the Dynamic Voice Forward on Busy feature implemented in FY11), which were cut due to agency IT funding reductions.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2800	SS000760066									
Awarded	2800	SS001140009	GS35F4506G	4730							
Awarded	4732	GS00T07NSD0008									
Awarded	2800	SS001130565	NNG07DA31B	8000							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

SSA's Earned Value Management (EVM) policy and implementation was reviewed by OMB, OIG and others and deemed consistent with the intent of OMB's M-10-27 (and its predecessors) and the ANSI standards, which define a compliant EVM System. SSA performs the vast majority of our work in-house, and thus conducts EVM and program management at the total program level which includes both Government costs and support contracts. The inclusion of Earned Value in SSA contracts is based on the type of contract let, the services performed, and the date when the contract was let. When applicable per policy, Earned Value Management requirements are applied to SSA contractors in one of two ways. The first is to require the contractor to satisfy requirements in accordance with FAR 52.234. SSA currently has seven contracts that include a modified EVM FAR clause. The second is for the contractor to provide necessary data directly into SSA's in-house EVMS. SSA's in-house, program-level EVMS enables contractor efforts to be easily and separately monitored, yet produces data attributable to the component and sub-component level. Where appropriate, successor contracts to expiring SSA contracts include a modified EVM FAR clause suited to SSA's program level EVMS. Examples include the IT Support Services Contract (ITSSC) replacing the Agency Wide Support Services Contract (AWSSC), and the DCPS contract eventually replacing the Versa and Levy (Iron Data) contracts.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-08-24

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
TSRP0106	FY11 Telephone Systems Replacement Project	Parent project consisting of implementation, installation and cost management of SSA voice systems replacement.			
TSRP010702	FY12 TSRP Project Implementation	Consolidated tracking of the installation process and procedures for Hardware and Software, circuits, and infrastructure.			
TSRP010703	FY12 TSRP Operations and Maintenance	Consolidated tracking of the installation process and procedures for LEC, Network and long distance network services.			
TSRP010704	FY12 TSRP GFTE Implementation Support	Government Full Time Employee skill set resources.			
TSRP010705	FY12 TSRP Management Overhead	Management and overhead work years are based on the total number of FTEs and contractors allocated to this program for project-related work.			
TSRP010706	FY12 TSRP non-DCS Support	GS-2210 IT Specialists supporting major IT initiatives that work in various agency-level Offices outside the Office of			

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
		Systems.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
TSRP0106	FY11 Telephone Systems Replacement Project							
TSRP010702	FY12 TSRP Project Implementation							
TSRP010703	FY12 TSRP Operations and Maintenance							
TSRP010704	FY12 TSRP GFTE Implementation Support							
TSRP010705	FY12 TSRP Management Overhead							
TSRP010706	FY12 TSRP non-DCS Support							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
TSRP0106	FY11 Telephone Systems Replacement Project	Parent project consisting of implementation, installation and cost management of SSA voice systems replacement.	2011-09-30	2011-09-30	2011-09-30	364	0	0.00%
TSRP010703	FY12 TSRP	Consolidated tracking	2012-03-31	2012-03-31	2012-03-31	182	0	0.00%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
	Operations and Maintenance - 1st and 2nd Qtrs	of the installation process and procedures for LEC, Network and long distance network services.						
TSRP010704	FY12 TSRP GFTE Implementation Support - 1st and 2nd Qtrs	Government Full Time Employee skill set resources-CONUS installs + OPS.	2012-03-31	2012-03-31	2012-03-31	182	0	0.00%
TSRP010702	Facility Infrastructure Upgrade	Common building utilities (electricity, HVAC) change requirements.	2012-08-01	2012-08-01		305	-30	-9.84%
TSRP010702	Data Network Infrastructure	SSA Site network and voice circuit installations.	2012-08-01	2012-08-01		305	-30	-9.84%
TSRP010703	FY12 TSRP Operations and Maintenance - 3rd and 4th Qtrs	Consolidated tracking of the installation process and procedures for LEC, Network and long distance network services.	2012-09-30	2012-09-30		182	0	0.00%
TSRP010704	FY12 TSRP GFTE Implementation Support - 3rd and 4th Qtrs	Government Full Time Employee skill set resources-OCONUS installs + OPS.	2012-09-30	2012-09-30		182	0	0.00%
TSRP010702	Large Site Hardware and Install Labor	SSA Large Sites Richmond, Chicago, and Commissioner's Downtown, equipment installations.	2012-09-30	2012-09-30		365	0	0.00%
TSRP010702	FO Hardware and Install Labor	100+ SSA field office and OCONUS (Peurto Rico, Alaska) locations equipment installations.	2012-09-30	2012-09-30		365	0	0.00%

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Maintain the percent of people rating our services as "excellent," "very good," or "good";	Percent	Customer Results - Customer Benefit	Over target	78.200000	83.500000	81.400000	83.500000	Semi-Annual
Reduced local telephone service charges	Dollars	Mission and Business Results - Management of Government Resources	Over target	5100000.000000	10200000.000000	9640000.000000	12000000.000000	Semi-Annual
In any Training Class, Trainee respondents to the Contractor's post-training survey form rate the training three or better on a scale of one (Unsatisfactory) to five (Excellent)	Scale 1-5	Customer Results - Service Quality	Over target	3.000000	3.000000	4.600000	3.000000	Quarterly
Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	Percentage complete of monthly system replacements	Technology - Effectiveness	Over target	100.000000	100.000000	94.000000	100.000000	Monthly
Reduce the return to service time after telephone system outage	Minutes	Technology - Reliability and Availability	Under target	600.000000	110.000000	18.000000	110.000000	Semi-Annual
Increase data network availability by providing 2 diverse T1 connections to the field offices	Percent	Technology - Reliability and Availability	Under target	84.000000	25.000000	0.000000	25.000000	Semi-Annual

